

## Columbus Africentric High School students visit DSCC

By Leah Hout  
DSCC Public Affairs Office

A Dec. 16 democracy class field trip brought 53 juniors and seniors from Columbus Africentric High School to Defense Supply Center Columbus in order to enhance what the students were learning in the classroom about the government and various aspects of its operations.

Gathering in a Building 20 conference room, the students heard career and life advice from several DSCC associates. Equal Employment Office manager Charles Palmer, whose office sponsored the visit, welcomed the students to DSCC. They were then addressed by attorney Kyle Anderson from the Office of Counsel. Also on the agenda was Rochelle Anderson, supervisory career program manager; Linda Johnson, Maritime Supplier Operations division chief; Navy Lt. Cmdr Dion English, former executive assistant to the commander; Kim Edens, Employee Assistance Office specialist; and Don Schulze, Maritime Customer Operations deputy director.

"Each speaker was



(DSCC photo)

*Navy Lt. Cmdr Dion English, former executive assistant to the DSCC commander, and Linda Johnson, Maritime Supplier Operations division chief, stand at one end of a conference room and answer questions asked by Columbus Africentric High School students. During a Dec. 16 field trip to DSCC, the students heard speakers' personal stories about their military and federal government careers.*

asked to tell the students how the organization has impacted his or her life and how they felt their life has helped the organization," said Yvonne Mattison-Pardon, a customer account specialist in the

Trident Submarine Cell Group, who organized the students' visit to DSCC.

Johnson not only gave an overview of her federal service, career highlights and the mission of DSCC,

*See Students on page 5*

## DFAS Columbus exceeds CFC goal

By John Maynard Jr.  
DFAS Corporate Communications

The Power of 1, this year's Combined Federal Campaign theme, was apparent at DFAS Columbus, where employee contributions and campaign fundraisers netted more than \$10,000 above the CFC goal of \$225,000.

Employee contributions totaled some \$226,100, with additional CFC fundraising events bringing in nearly \$10,000.

According to Phyllis Campbell, 2005 CFC campaign coordinator, "We surpassed our goal through everyone's hard work, coupled with the pledges from our DFAS Columbus employees."

Included in the fundraising events were:

- Bake sales – \$1,163
- Other food sales – \$2,558.64
- Book sales – \$1,146.30
- Silent auction – \$532.15
- Talent show – \$377.57
- Basket auction – \$3,140

*See Goals on page 5*



(DFAS photo by Jim Bolton)

*Employees browse sale items during the DFAS Columbus Combined Federal Campaign Silent Auction at Building 21. The campaign raised more than \$228,000 for social service agencies in the central Ohio area.*

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NEWS BRIEFS

DSCC fire department to provide medical support to community

The Defense Supply Center Columbus will soon be supporting Whitehall and the local community with its emergency medical capability. For many years, DSCC has supported the local community with emergency fire protection through a mutual support agreement. Recent changes in the law will allow DSCC to add support for emergency medical services to that agreement once Defense Department and Defense Logistics Agency guidelines are implemented.

Telework could save employees thousands

Thousands of federal employees who registered at a telework-related Web-site spend an average of 233 hours a year commuting, at a cost of \$10,580, according to published reports. The “Federal Telework: No Free Ride” study was conducted by the Telework Exchange, an Alexandria, Va.-based organization.

The employees who registered at the site and stated that they worked away from the office at least one day a week had saved \$5.9 million in commuting costs, according to the report. The Telework Exchange projected that if an employee worked away from the office three times a week, he or she would save an average of \$4,372 each year and would recoup about 98 hours that would have been spent driving. Findings clearly indicate the need for improved access to telework programs and continued telework education in the federal government, according to Stephen O’Keeffe, executive director of the Telework Exchange.

VA negotiates better prescription drug deal

Prices for the most commonly used prescription drugs will be significantly higher under the new Medicare drug plan than comparable prices under the Veterans Affairs drug plan, according to a study by FamiliesUSA. The survey by the consumer health group said the annual costs of the 20 drugs most used by seniors under the Medicare program will exceed VA prices by as much as 689 percent – or \$1,156 – for 20 mg of the cholesterol drug Zocor. The survey showed that half of the top 20 drugs exceeded the lowest VA prices by 48.2 percent, or \$261. Among the 20 most prescribed drugs, all but one of the prices under the Medicare plan – the heartburn pill Nexium – was significantly higher than the VA’s. The Nexium price per year was nearly 14 percent lower than the VA, or

\$132. As part of the Medicare prescription drug law, Congress barred Medicare officials from negotiating with the pharmaceutical companies. The VA, by contrast, leverages its position as a large-scale purchaser of drugs to lower overall prices for veterans’ drugs.

TSP stock funds bounce back

After a down month in October, all three stock-oriented Thrift Savings Plan funds posted gains in November. The small company S fund gained 4.72 percent, the large company stock C fund rose 3.75 percent and the international stock I fund gained 2.44 percent, for 12-month returns of 14.64, 8.41 and 13.35 percent, respectively. The bond F fund gained 0.38 percent and the government securities G fund rose 0.36 percent, for 12-month gains of 2.42 and 4.42 percent. The monthly returns on the lifecycle L funds were: 2040, 3.08 percent; 2030, 2.8; 2020, 2.42; 2010, 1.89; and income 1.03.

Pentagon unveils new rating standards for some jobs

The Defense Department has released new details on how employees will be rated, and consequently paid, under its new personnel system. Although the Pentagon had released many details on the workings of the National Security Personnel System on its Web site in late November and again Dec. 7, it had not included information on exactly how employees would be rated. The most recent details on NSPS indicate that employees will be graded on a five-point scale based in part on their performance in relation to benchmarks. The five ratings will be unsuccessful, fair, valued performance, exceeds expectation or role model. Benchmarks will vary by type of employee. The department added benchmark descriptions for four groups: Technician/Support, Professional/Analytical, Supervisory, and Supervisors in Professional/Analytical. There are other employee groups, including Investigative, Fire Protection, Police/Security Guard, and Physician/Dental, for which there are still no standards available. The documents also reveal seven areas of performance, dubbed Standard Performance Factors, on which all employees will be rated: Technical Proficiency, Critical Thinking, Cooperation/Teamwork, Communication, Customer Focus, Resource Management, and Achieving Results. Supervisors will also be rated on two other categories: Leadership and Supervision. All information released by Defense officials is still subject to change after consultation with unions.

DSCC Culture Council sponsoring information fairs

By Monica Oliver  
DSCC Culture Council

The Defense Supply Center Columbus Culture Council is sponsoring several Associate Information and Professional Development Fairs that will be held later this month. The fairs will be held in the Building 20 auditorium lobby Jan. 18, 19 and 25 from 11 a.m. to 1 p.m. They will be divided into two sessions. The Associate Information Fair will be held first Jan. 18-19, followed by the Professional Develop-



ment Fair Jan. 25. The fairs are part of the Culture Council’s effort to be more responsive to the needs and concerns of associates. In addition, these events are designed to provide an opportunity for associates to be aware of services that are available and give them an opportunity to ask questions and gather information on areas such as training, job advancement, interview skills and resume writing. The following organizations were invited to participate. *See Fairs on page 3*

OBITUARIES

Janis Chilbert

Janis Chilbert died Nov. 4 in Longmont, Colo. Ms. Chilbert was a former DSDC/DCMA employee.

Gertrude P. Chisley

Gertrude P. Chisley, 76, died Dec. 30 at the Ohio State University Hospital East. Ms. Chisley was a retired DSCC employee.

Michael Edward Demchak

Michael Edward Demchak, 75, died Dec. 27 at his residence. Mr. Demchak was a U.S. Air Force veteran and a retired Newark Air Force Base employee.

Vera M. Hanby

Vera M. Hanby, 90, formerly of Dayton, died Jan. 1 at Otterbein St. Marys. Ms. Hanby was a retired DESC employee.

Herbert H. “Hollywood” Matthews

Herbert H. Matthews, 76, died Dec. 6 at Heartland Village Nursing Home. Mr.

Matthews was a U.S. Army and Korean War veteran and a retired DCSC employee.

Robert F. Menaul Jr.

Robert F. Menaul Jr., 82, died Dec. 13. Mr. Menaul was a U.S. Navy and World War II veteran and a retired DCSC employee.

Carol Ann Peterson

Carol Ann Peterson, 73, of Whitehall, died Dec. 30 at her residence. Ms. Peterson retired from DCSC in 1988.

Alonzo D. Ransom

Alonzo D. Ransom, 87, died Dec. 12 at his residence. Mr. Ransom was a retired DCSC employee.

Barbara Thompson

Barbara Jean (Belcher) Thompson, 68, of Columbus, died Nov. 12. Ms. Thompson was a retired DSAC employee with 37 years of federal service.

Kenneth Toler

Kenneth Toler, 73, died Dec. 5 at Grant Medical Center. Mr. Toler was a retired DCSC employee.

# DSCC Hall of Fame nominations being accepted until March 11

Defense Supply Center Columbus has established a Hall of Fame to honor and preserve the memory of past associates for their exceptional leadership, service, dedication to duty and contributions in supporting the mission of the Defense Logistics Agency.

Nominations for induction into the Hall of Fame are now being accepted.

Former associates of DSCC, Defense Construction Supply Center, Defense Electronics Supply Center and other DLA entities housed on the DSCC installation are eligible. A one-year separation prior to the selection board date is required, which includes retirement, discharge, reassignment and death. Nominees will be evaluated on their significant and enduring contributions to DSCC and the DSCC mission.

Nominations should be submitted to Joyce Bryant, DSCC-DOE, in Bldg. 20, Pod A, 7th

floor, at cubicle A7N008 by March 11 or mailed to DSCC-DOE, P.O. Box 3990, Columbus, Ohio 43218-3990, Attn: Joyce Bryant, postmarked by March 10.

The nomination should include individuals only; groups will not be considered. A nomination must include a one to two page narrative addressing the selection criteria and how they apply to the nominee, a one-paragraph proposed plaque citation, any supplemental documentation supporting the nomination, including letters of recommendation, historical references and newspaper clippings, and the nomination form. Nomination forms and the nomination criteria are available on the Internet at [www.dsccl.dla.mil/offices/executivesupport/halloffame.html](http://www.dsccl.dla.mil/offices/executivesupport/halloffame.html).

Anyone who has questions or wants a nomination package mailed to them should call Bryant at 614-692-2928.

## VOICE MAIL

# MILVETS thanks volunteers at Veterans Day parade

### Editor:

The Military Veterans Educational Committee (MILVETS) wishes to thank the people from DSCC and DFAS who supported the Veterans Day parade this year.

We are an all volunteer organization and it is only through the efforts of other volunteers that we are able to achieve success. Our thanks to those persons listed for donating their time: (from DSCC) Lt. Cmdr. Dion English (the DSCC representative), Dan Law, chaplain; 1st Lt. Fontez (Bo) Wilkerson, Tech Sgt. Jim Shaw (who has been relocated to Wright-Patterson Air Force Base) and Tina Barge, all from the DSCC Military Personnel Office; Karen Miller, DESC-CIE Engineering Services (who coordinated buses and arranged for our military personnel to attend the parade); Lisa Griffin, DSCC-LD (national anthem and reception singer); and Bruce Rose - (DSCC illustrator who created

the parking permits).

Many of our military personnel also marched in the parade with Lima Company, while Dwight Dewitt and Jerry Stone of DISA set up the sound system at the reviewing stand. Broadcasting of the parade was made possible by DSCC personnel. Also, David Robinson of DSCC comes every year to support the Veterans Day parade.

Charlie Baer coordinated the following volunteers from DFAS (these personnel performed many duties such as escorting the band, taking down signs, getting parade participants in the correct position to march in the parade): Alata Morgan, Tim Morgan, Maria Kobelenske, Michael Tillery, Mary Sturgeon, Lance See, Melinda Owens, Bonnie Keith and Paula King.

**Bob Mullins**  
**President, MILVETS**  
**MILVETS Trustees**

## Marines cap another successful toy drive

(DSCC photo)

*Retired Marine Master Sgt. Mike Rundle (left) and DSCC Employee Assistance Program specialist Kim Edens sort toys that were collected at DSCC during the 58th Annual Toys for Tots Drive. Rundle, a customer account specialist with DSCC, has been involved in the annual Toys for Tots drive for more than 30 years. Edens has worked alongside Rundle on the annual toy drive for the past 10 years. Associates working on the DSCC installation donated toys in drop boxes located in Buildings 20 and 21, the Child Development Center, the Customer Support Office-Columbus and the Defense Training Center. Thousands of toys were collected to brighten the holidays for children in the central Ohio area. The new, unwrapped toys were picked up by U.S. Marine Reservists from Lima Co. 3/25 on Dec. 15.*



## Fairs

### Continued from page 2

participate in the fairs based on feedback from associates who voiced a need to learn more about the availability of various resources throughout the organization: CSO-C, Federally Employed Women, Defense Logistics Agency Training Center, Blacks In Government, Equal Employment Opportunity Office, Leadership Development Association, Employee Assistance Program/ Family Advocacy Program offices, Federal Women's Program, Civilian Welfare Council, Federal Executive Association, Morale, Welfare and Recreation office, Special Emphasis Programs, Military Personnel Office, Toastmasters, the DSCC Fitness Center and federal employee unions.

Anyone who would like more information can call Sarah Heyward at 614-692-9617 regarding the Associate Information Fair or Monica Oliver at 614-692-9606 for the Professional Development Fair.

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# Reno imparts leadership views during visit to DSCC

By John Foreman  
DSCC Public Affairs Office

Defense Logistics Agency Vice Director Air Force Maj. Gen. Loren Reno took time during his Dec. 9 visit to the Defense Supply Center Columbus to share his views on leadership, present awards and emphasize performance, transformation and culture during a town hall meeting.

The general also took part in briefings on the DSCC mission, Business Systems Modernization and the DSCC culture before walk-through briefings at the DSCC business centers and a base tour of DLA tenant activities.

Highlighting the visit was the town hall, at which he presented numerous awards before discussing his Ohio roots growing up in Cedarville, Ohio, near Xenia, and his college days at Cedarville Uni-

versity.

He noted that this was his second DLA tour and he remembers what the former Defense Construction Supply Center, DSCC's predecessor, was like, and how it was aligned.

Likening his return to a relative that has been away a long time and seeing the difference in the growth of children, he said, "Boy you've really changed since those days. I don't think you realize the change we in

DLA, and you in Columbus in particular, have made in the last 10 years. My how you have grown."

Emphasizing the DLA mission and performance, the general told of his travels to Iraq and the Middle East. While there he constantly asked the question, "Is DLA supporting your requirements?" The answer was a resounding "Yes" at four different major bases in the theater of operations.

"That's you folks making

it happen. We've had challenges, but your performance is excellent," Reno said.

Pointing to DSCC's solid record on moving out with BSM, the general said, "You are at the point of the spear for BSM. Keep up the great work, because with the flow of BSM, if we don't change and move forward, we're moving backward."

Reno then moved to the subject of leadership and imparted some very interesting viewpoints.

He said, "Leadership is

how you influence others. The biggest test of a leader is not how he or she influences those under their command but how they influence those not under their command."

He then detailed his three key leadership points. The first, and most important, was how one leads with regard to mission requirements. He said the mission must be first and, "The leader needs to set the course and set the pace." Although people are always

*See Visit on page 5*



(DSCC photo by Charles Moffett)

*From left, Don Schulze, deputy director of Maritime Customer Operations, Laura Knowles, a Maritime customer account specialist, and Wendell Tucker, a Maritime demand planner, brief DLA Vice Director Air Force Maj. Gen. Loren Reno on Maritime Customer Operations.*



(DSCC photo by Charles Moffett)

*DLA Vice Director Air Force Maj. Gen. Loren Reno discusses his views on leadership during a Dec. 9 town hall meeting with DSCC associates.*



(DSCC photo by Charles Moffett)

*DLA Vice Director Air Force Maj. Gen. Loren Reno is escorted on a tour of the Defense Distribution Depot Columbus by its director, Don Brown.*



(DSCC photo by Charles Moffett)

*During his visit to the Defense Reutilization and Marketing Office, DLA Vice Director Air Force Maj. Gen. Loren Reno examines a helmet as DRMS Office Director Camellia Cochran looks on.*



# January designated National Mentoring Month

By Leah Hout  
DSCC Public Affairs  
Office

A proclamation signed by the president Dec. 22 marked January 2006 as the fifth annual National Mentoring Month.

Started by the Harvard School of Public Health in cooperation with the National Mentoring Partnership, the initiative focuses on recruiting volunteer mentors for young people who are at risk of not achieving their full potential.

For the third year, one day is earmarked as Thank Your Mentor Day. Jan. 25 is set aside to remind individuals to honor anyone who served as a mentor – relatives, teachers, coaches, employers, friends – who

helped them become who they are today.

National Mentoring Month hopes to offer the opportunity to reflect on the benefits of mentoring. Whether formal or informal, mentoring relationships offer several advantages for both the mentee and the mentor. In the workplace, the mentoring partnership provides mentees:

- a point of personal contact in the organization;
- a source of support and guidance;
- someone with whom weaknesses can be explored and addressed and achievements shared and built upon;
- regular meetings in which specific issues and ideas can be discussed and developed; and

- a chance to explore teaching and learning in a non-threatening environment.
- For the mentor, mentoring provides:

- a way to reflect on one’s own leadership;
- a way to further develop personal and professional skills;
- opportunities to network with other professionals;
- job satisfaction and increased self-esteem; and
- new opportunities for career and professional development.

Mentoring is a way to help children and adults prepare for the future, an opportunity to network and build relationships, and a way to “pass it on” through communication and by example.

# Level II mentoring information sessions set for Jan. 17, 30

By Leah Hout  
DSCC Public Affairs Office

Defense Supply Center Columbus associates in grade levels GS 9-12 who are looking for a way to develop and enhance leadership skills are encouraged to attend one of two information sessions offered on the DSCC Mentoring Program for Leaders. One-hour information sessions will be held in the Building 20 auditorium at 2 p.m. Jan. 17 and 9:30 a.m. Jan. 30.

During the sessions, associates will learn how to apply for the program as well as expectations of participants.

Associates interested in being mentors should also attend an information session to learn more about the

program. Mentors must be a GS-11 to 14.

The DSCC Mentoring Program pairs mentees with mentors for six to nine months. The formal structure of the program allows mentees to choose to develop one of nine leadership competencies - leadership, teamwork, communication, strategic focus, responsibility/accountability, customer service, professionalism, resource stewardship, and innovation and initiative. Mentors, on the other hand, are able to develop and refine their coaching and counseling skills, share knowledge and professionalism, and encourage their mentee.

For more information, associates can call Arinda Lee at 614-692-4063.

## Goals

Continued from page 1

The Buckeye Chapter of the American Society of Military Comptrollers made a \$250 donation to the campaign. The Association of Government Accountants donated \$150, with the Columbus Metro Federal Credit Union adding \$100. Other

miscellaneous contributions garnered more than \$500.

“The year’s campaign was quite a challenge, but we were successful in spite of economic issues and national disasters,” Campbell added.

The CFC contributions

raised by DFAS Columbus and its employees support a variety of social service agencies in the central Ohio area that are both numerous and necessary. This year, employees were also able to make direct contributions to assist victims of Hurricane Katrina.

## Visit

Continued from page 4

important, it’s DLA’s primary job to meet the mission requirements. That’s why we are here, he said.

“Second is how you lead others, and that means working with people,” Reno said. “That means requiring accountability. But, blaming someone is the wrong approach. If something is broke - take the initiative and fix it. And as a leader, if something is right, praise it.”

And finally, Reno said that good leaders take care of themselves by exercising both physically and mentally. And he suggested feeding yourself mentally by reading. “Reading causes us to think of things bigger than ourselves,” Reno said. “And if we’re going to lead others, we need a vision. We need to feed ourselves spiritually, physically and mentally - don’t neglect this,” he added.

He closed the meeting saying, “You (DSCC) have a great reputation and I look forward to meeting with many of you today.”

After the town hall, the general met with associates from the DSCC Culture

and Supervisor Councils for lunch before touring the Maritime Supplier and Customer Operations Directorates, as well as the Land Supplier and Customer Operations directorates.

There, he was briefed on backorder reduction efforts, customer support initiatives, BSM rollout activities and long-term contract packages. He also visited Defense Supply Center Richmond’s Aviation Detachment to better understand its relationship with both the Aviation Supply Chain and its DSCC host.

During these visits, the general tried to better understand the daily activities of both customer account specialists and demand planners by asking, “Tell me about your day? What do you do from start to finish? What takes up your time?”

After his visit to DSCC’s operational areas, he took a base tour to visit the DLA Customer Support Office Columbus, the DLA Training Center, the Defense Distribution Depot Columbus and the Defense Reutilization and Marketing Office.

## Students

Continued from page 1

but she also advised the students to stay in school and to “remember to dream big.”

English spoke about his background and experience in both the Navy and at DSCC. His career advice to the students was for them to find something they like to do. English also spoke about the characteristics of successful people and the importance of finding balance in one’s life.

Edens talked to the students about choices, attitude and responsibility in their lives. She also told them that there were no excuses for not doing the right things in life.

Schulze shared some personal challenges that he encountered as a youth and how, through determination, he was able to turn those challenges into positive energy. Schulze told them that they cannot let challenges keep them from accomplishing their goals. He added that the personal challenges they face can be used as a source to draw strength from to accomplish goals.

“The students were quite excited and were

full of questions, which ranged from what is the mission of DSCC, what to expect as far as salaries, and how best to equip themselves for a position within the organization,” Mattison-Pardon said.

Prior to their departure, the students had the opportunity to visit with DSCC Commander Navy Rear Adm. Charlie Lilli in the command suite. After he addressed the students, he allowed them an opportunity for questions and answers.

Mattison-Pardon felt the visit was a positive experience for the students and said, “‘The DSCC Way’ was certainly demonstrated as each speaker shared from their personal histories a little about themselves and their careers. Each speaker openly demonstrated strong support and the willingness to help the students later in the school year upon request. Many good seeds were planted in each student that day, [which] we believe will encourage the students to further their education and hopefully look to federal service careers.”



# DSCC associate named DLA Senior Enlisted Reservist of the Year

**Editor's note:** The DCST/LAT Columbus unit provides logistical support and readily deployable personnel to support worldwide contingencies and emergencies. The DCST/LAT Columbus has 12 noncommissioned billets and three officers.

From the DLA Contingency Support Team/Logistics Assistance Team

Navy Senior Chief Petty Officer Timothy E. Voelker, assigned to Defense Supply

Center Columbus, has been chosen the Defense Logistics Agency Senior Enlisted Reservist of the Year for fiscal 2005. Voelker is a member of the DLA Contingency Support Team/Logistics Assistance Team.

Director of DLA Logistics Operations Army Maj. Gen. Bennie Williams and DSCC Commander Rear Adm. Charlie Lilli presented the award plaque to Voelker Dec. 16 in the Command Conference Room. Voelker also received an Army and Air Force Exchange Service

gift certificate, U.S. Savings Bond and the DLA Director's Coin. Voelker's commanding officer, Navy Lt. Cmdr. Laurel Meadows, and other unit members also participated in the award presentation.

The award recognizes the top enlisted reserve member chosen from about 650 reservists DLA-wide. The Navy Reserve alone repre-

sents 17 units and about 387 reservists.

"As much as I feel honored, this award is truly an indicator of the stellar performers I have worked with in the past year. My tenacious training chief, Storekeeper Chief Brenda Thomas, was always there when we needed her. And the others followed. That unity was the key to our

success," Voelker said. Voelker is the DCST/LAT Columbus senior non-commissioned officer and fills the billet as the senior enlisted leader. Voelker's primary responsibility has been to train, coordinate and lead all noncommissioned (storekeepers) to be fully deployable in billet qualification readiness and

*See Voelker on page 7*



(DSCC photo by Charles Moffett)

Navy Senior Chief Petty Officer Timothy Voelker (left) was named the DLA Senior Enlisted Reservist of the Year. During a Dec. 16 visit to DSCC, DLA Logistics Operations Director Army Maj. Gen. Bennie G. Williams presented a plaque to Voelker in the DSCC Command Conference Room.

## DSCC associate meets Secretary of Defense in Afghanistan



(DLA photo)

DLA Contingency Support Team-Afghanistan Commander Army Reserve Maj. John Dreska (right), a DSCC associate, and operations officer Army Lt. Todd Lunsford met Secretary of Defense Donald H. Rumsfeld during his recent visit to Bagram Airfield, Afghanistan. Dreska, a weapon system support manager in Land Customer Operations, is due back to DSCC in March.

## DLA Training Center receives first 'Green' buying award

By Leah Hout  
DSCC Public Affairs Office

The Defense Logistics Agency Training Center Buying Green Team has earned the distinction of being the first recipient of the DLA Green Products and Services Award.

DLA Director Vice Admiral Keith Lippert established the award last year to recognize achievements in helping customers further national goals of environmental stewardship.

DLA Vice Director Air Force Maj. Gen. Loren Reno visited Defense Supply Center Columbus Dec. 9 and presented the award to the team and the organization during an open forum in the Building 20 auditorium.

The DTC developed Buying Green training courses that teach DLA customers, suppliers and other stakeholders how to achieve environmental objectives through the use of less hazardous products and recycling and by decreasing potential life cycle costs.

The team also designed a workshop for other Department of Defense and federal key procurement originators and contracting personnel that provides an overview of federal pollution prevention initiatives and how they relate to the DoD acquisition process.

The DTC Buying Green Team members are Gerard Nelson, Sheryl Linzell, Dan Bowell, Gary Fidler, Vestal Caldwell, Marie Santiago and John DiSalvo.

Encouraging procurement of environmentally preferable products is one of the four objectives of DSCC's new Environmental Management System, which recently received approval by DLA. EMS is a formal, structured framework of policies, procedures and practices to manage and reduce an organization's environmental footprint.



(DSCC photo by Charles Moffett)

Gerard Nelson (right) accepts the DLA Green Products and Services Award on behalf of the DTC Buying Green Team from DLA Vice Director Air Force Maj. Gen. Loren Reno in the Building 20 auditorium.



(DSCC photo by Charles Moffett)

Marie Santiago (right) accepts the DLA Green Products and Services Award on behalf of the DTC Buying Green Team from DLA Vice Director Air Force Maj. Gen. Loren Reno.



(DSCC photo by Charles Moffett)

DTC director Kathleen Tuskes and DTC deputy director Debbie Osborn accept the DLA Green Products and Services Award on behalf of the DTC organization from DLA Vice Director Air Force Maj. Gen. Loren Reno on Dec. 9 in the Building 20 auditorium.



# Transformation Roadmap – Delivering Customer Relationship Management

From the BSM Change Management Team

Continuing the series on the Defense Logistics Agency Transformation Roadmap, this article focuses on Customer Relationship Management.

CRM is designed to transform DLA into a more customer-centric organization, providing DLA with the requisite processes, procedures, skills and tools to support customers in a more structured and collaborative way. Although DLA has been steadily improving interaction with its customers for years, efforts have not been integrated and the approach to customer engagement has been fragmented. The CRM program brings a more cohesive, systematic and focused approach to customer interaction across the agency and will enable a more consistent delivery of value to customers.

Additionally, DLA will increase the overall level of support and customer satisfaction by understanding and predicting customer needs. With an improved understanding of customer needs and a better means for sharing and using customer knowledge across the enterprise,

DLA will be better positioned to work with suppliers to obtain required support, resulting in enhanced readiness for the warfighter. The four main CRM goals are outlined in the accom-

panying chart.

The CRM strategy implements leading business practices for structured service, sales and marketing processes.

Structured and standardized service processes will help DLA provide timely and effective issue resolution and allow DLA to deliver on its customer commitments. A single enterprise-wide process will be established for defining, categorizing and managing customer issues from start to finish, resulting in the identification, capture, management and resolution of customer issues.

Structured and standardized sales processes will be accomplished through the design and implementation of more effective account management processes and tools that will enable the creation, management and execution of joint enterprise account plans. These account plans will enable a more structured collaborative relationship with customers. DLA will also improve service to customers by designing, implementing and automating consistent enterprise sales processes and methodologies to drive ownership and reporting during the pursuit and execution of business opportunities. This will improve DLA's ability to identify customer needs and engage the appropriate resources to pursue the right solution in response to those needs.

## CRM Goals & Objectives

|  |  |
|--|--|
| <b>Build a Customer Centric Culture</b><br>(Surround customer with processes, policies and capabilities) <ul style="list-style-type: none"><li>∞ Understand customers (360 degree view)</li><li>∞ Create formal customer rule policies and disciplines</li><li>∞ Create formal marketing policies and disciplines</li><li>∞ Build DLA capabilities integrated with the customers' supply chain</li></ul> | <b>Customer Retention &amp; Market Expansion</b><br>(Maintain current and seek new customers) <ul style="list-style-type: none"><li>∞ Understand customers (360 degree view)</li><li>∞ Create formal customer rule policies and disciplines</li><li>∞ Create formal marketing policies and disciplines</li><li>∞ Build DLA capabilities integrated with the customers' supply chain</li></ul>  |
| <b>Create Brand Loyalty</b><br>(Serve customers well) <ul style="list-style-type: none"><li>∞ Define the DLA Brand</li><li>∞ Reinforce the brand through every customer interaction.</li></ul>   | <b>Reduce Cost-to-Serve</b><br>(Most effective supplier) <ul style="list-style-type: none"><li>∞ Take workload to the most efficient and effective channel</li><li>∞ Encourage customers to use the most effective and/or preferred channel</li><li>∞ Leverage technology for efficient gains</li><li>∞ Develop shared business service model for common service across activities</li><li>∞ Realize productivity gains through standardization of processes supported by technology</li></ul> |

Structured and standardized marketing processes will allow DLA to more effectively reach out to its customers to better understand their needs. Standardized processes will also provide improved means to convey to customers the collective capabilities of DLA, helping DLA attract new customers and retain existing ones.

Through CRM, DLA expects to achieve the following:

- Increased knowledge of customer needs;
- Easier customer access to DLA;
- More timely and accurate

reporting on key customer metrics;

- Tailored solutions based on customer unique needs;
- Enhanced ability to improve readiness and customer satisfaction at a reduced cost;
- Increased ability to support Department of Defense strategies of focused logistics;
- Increased effectiveness in managing customer expectations and agency investments;
- Enhanced collaboration through collecting and sharing information across the enterprise; and

- Reduced customer complaints.

By implementing CRM, the agency will have a more systematic, focused approach to customer interaction across the enterprise and will be better positioned to meet customer expectations.

In the next several issues, we will continue to share information on various initiatives from the Transformation Roadmap. Next issue will contain an article on Supplier Relationship management. To read the entire Roadmap, go to [www.dla.mil/library/DLATransRoadmap.pdf](http://www.dla.mil/library/DLATransRoadmap.pdf).

## Voelker

Continued from page 6

administrative and medical requirements. Additionally, he is responsible for the storekeepers to be fully functional and skilled to perform weekend drill duties, such as the warfighter support role that was performed in the DSCC Call Center.

"Senior Chief Voelker provided exemplary support to the warfighter and DSCC/DLA gaining command as a Naval Reservist assigned to the DCST/LAT Columbus unit," Meadows said.

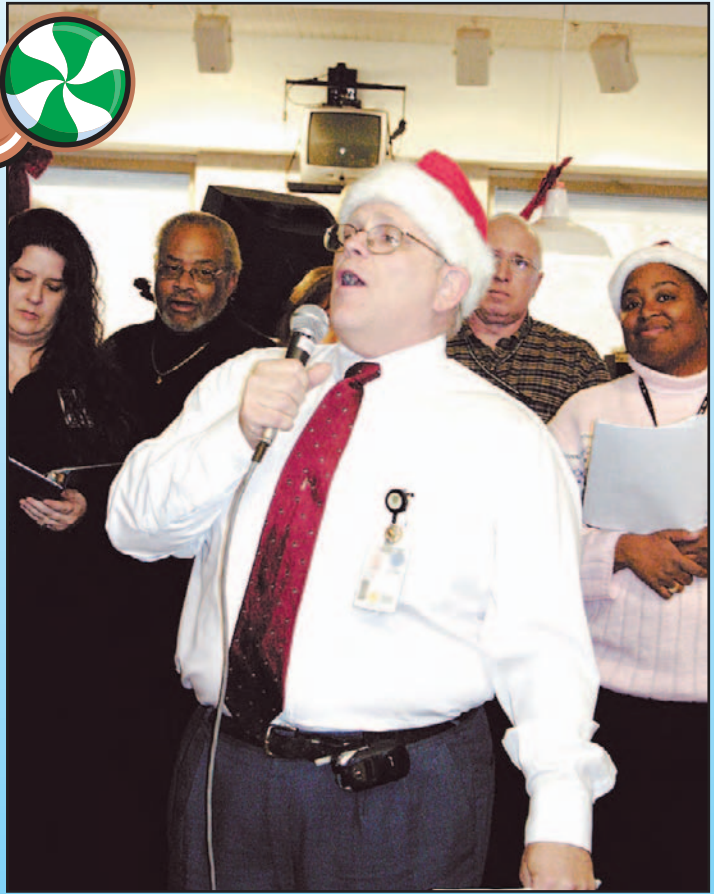
Meadows said that Voelker's "efforts contributed significantly to the DCST/LAT Columbus unit being recognized by DLA leadership as a 'green unit,' or ready to deploy in fiscal 2006, in only the first year of operations."

Voelker is also employed as a civilian at DSCC working in the Maritime Operations Directorate as a customer account specialist in the Trident Submarine Support Cell.

| It's A DATE   |  |
|---|--|
| <b>January 2006</b>   |  |
| <b>Jan. 11</b> – Martin Luther King Jr. program, 1:30-3 p.m., Bldg. 20 auditorium | <b>Jan. 17</b> – DLA Director's Open Forum, 1 p.m., Bldg. 20 auditorium                        |
| <b>Jan. 13</b> – Installation Blood Drive, 9:30 a.m.-2 p.m., Bldg. 114            | <b>Jan. 18-19</b> – DSCC Associate Information Fair, 11 a.m.-1 p.m., Bldg. 20 auditorium lobby |
| <b>Jan. 15</b> – Martin Luther King Jr. birthday                                  | <b>Jan. 25</b> – DSCC Professional Development Fair, 11 a.m.-1 p.m., Bldg. 20 auditorium lobby |
| <b>Jan. 16</b> – Martin Luther King Jr. birthday observance                       | <b>Jan. 27</b> – Installation Blood Drive, 9:30 a.m.-2 p.m., Bldg. 114                         |



# Associates spread the cheer at annual MWR Holiday Party



(DSCC photos by Chuck Moffett) The MWR Holiday party is becoming THE celebration of the year at the DSCC installation. Installation associates spread more holiday cheer with a Santa's bag full of music, food and holiday cheer Dec. 15 in the Building 20 cafeteria. Enjoying Marlana Slaughter's version of "Hello Dolly" in the karaoke contest are (from left, top right photo) Ernest Smith, Monica Long, Gina Robinson (top), Dorinda Conner (bottom) and Gina Booker. Carl Dello-Stritto (top left photo) does his best "Elvis" imitation while singing "Blue Christmas" in the karaoke contest. The Defense Federal Community Choir again gave a sterling performance. Members pictured are (from left in photo above right) Michelle Maple-Broyles, Frank Drew, Ray Blakely, Larry Smith and Lisa Griffin. Food always draws a crowd (bottom left photo) as associates enjoy the culinary delights of the third annual installment of the MWR Holiday Party.



# DLA associates help others and Salvation Army

By Mike Ward  
DSCC Land Customer Operations

More than 20 associates from Defense Supply Center Columbus and Defense Logistics Agency human resource associates, along with some family members, joined together to help at this year's Salvation Army 'Christmas Cheer' event.

The event took place Dec. 22 at the Ohio State Fairgrounds. Nearly 6,000 needy families from the central Ohio area were given gifts for their children and food items that included canned goods, a turkey, potatoes, bread, eggs, apples and butter.

According to Erika Shemberg, the Salvation Army's event coordinator, more than 1,000 volunteers helped during the two-day event.

"The outpouring of help and gifts was just overwhelming and when it was announced that more than 400 gifts were stolen prior to the event, the local community came forward and donated more than 7,000 new toys to make up for the loss," Shemberg said.

Several volunteers brought their children to help. "I think this is a great opportunity for my son to see what it's like to be out of a job or just be a little short of money during this time of the year," said Dyanne Gross, a DSCC Mar-

itime associate. "I asked him if he enjoyed it and he said he did."

"This was my first year to work," said Cheryl Ward, daughter of DSCC associate Mike Ward. "Some of the people were very appreciative and couldn't thank you enough. Others had tears in their eyes and seemed almost embarrassed to be there. I'm really happy that I could be a part of it."

"Participating in this event puts Christmas into the proper perspective of giving rather than receiving, but you do receive the gift of knowing that you've helped some families have a nicer holiday than they might have had otherwise. It is a very rewarding experience," observed Judi Obrig, an associate in the DSCC Public Affairs Office.

This is the third year that volunteers from DSCC have participated in the 'Christmas Cheer' event. Any associates who are interested in helping next year can call Mike Ward at 614-692-2965.



A group of associates from the DSCC installation and their family members joined together Dec. 22 to help the Salvation Army distribute food and gifts to needy families in Columbus.

# DSCC command staff welcomes associates during open house



(DSCC photo by Chuck Moffett)

DSCC Commander Navy Rear Adm. Charlie Lilli shares a laugh with Air Force Capt. Mary Horning in his office during a holiday open house held Dec. 14 in the command staff suite. Lilli, Deputy Commander James McLaugherty and Chief of Staff Air Force Col. William Goad welcomed DSCC associates into their offices during the day-long event. Light refreshments were available for associates as part of the third annual event. Lilli, a diehard Pittsburgh Steelers fan, wore a Steelers holiday cap throughout the day.

# Mr. and Mrs. Claus visit DLA-Europe

(Photo courtesy of Bob White)

Santa and Mrs. Claus recently visited DLA-Europe to share some holiday cheer at the American Arms Office Tower in Wiesbaden, Germany. Mr. and Mrs. Claus were actually DSCC associate Bob White and his wife Sharon. Pictured with the Whites is Theresa Woodward of J6E, DLA-E. The Whites visited various commands located on the six floors in the towers. White, who is on a six-month volunteer



assignment to Germany on behalf of the DSCC command, assists military customers in ordering and receiving high priority spare parts from DSCC. "We are working with the rear echelon support battalions who are sending supply parts 'down range' to their front line units," White said of his job as liaison volunteer. "It is very satisfying work because we are finding the parts, expediting them, and getting them to the units who need them just as quickly as we can." White's living accommodations are in the other end of the towers.

# How to prevent slips, falls on snow, ice

From the DES Environmental, Safety and Occupational Health Office

The significance weather has on workplace accidents cannot be overstated. Wind, rain and snow all play parts in increasing the frequency of several types of accidents and injuries.

Accident studies indicate that almost 80 percent of slips and falls due to snow and ice occur in parking lots or on sidewalks. More than 50 percent occur in the six hours of the morning between 6 a.m. and noon.

When working outdoors, weather should always be a consideration when it comes to safety.

Snow and ice increase the likelihood of slips and falls, particularly on stairs, ramps, slopes, parking lots and steel surfaces. Tripping is also more likely as objects get covered and frozen in the ground or imperfections such as holes get hidden where people can't see them.

Control ice, snow with de-icers, abrasives

Ice can be controlled by a combination of de-icers and abrasives. De-icers can be used alone or with abrasives for treating icy pavements. The chemicals used in de-icers accelerate melting and reduce freezing by lowering the temperature at which water will freeze to form ice.

Abrasives provide traction to icy surfaces for both pedestrians and vehicles and acts as a carrier for the de-icer chemicals.

De-icers are generally salts, but there are various heat-generating chemicals as well. Water-soluble salts such as sodium chloride and calcium chloride are the most common de-icers.

There are also de-icers that have

special properties, making them useful in certain situations. For example, some de-icers are less corrosive to metals or concrete and some are less damaging to plants. Check the manufacturer's specifications for the uses and properties of the de-icer. Sodium chloride, for example, is only good to about zero degrees Fahrenheit.

Not only can de-icers be used to accelerate the melting of ice, they can be used on packed snow, making it easier to shovel or plow.

Abrasives used are determined by what is most inexpensive in a given area. Sand is the most common, but it is not unusual to use sawdust, ashes, fly ash, cinders, cat litter, or even rock quarry screenings. Abrasives are most effective when mixed with de-icer chemicals. The coarseness of the particles used is dependent on where it is used. A coarser particle can be rough to walk on and fine particles can be blown off the pavement by vehicle traffic.

Fertilizer spreader can be used to spread de-icers

Different mixing ratios of salts (brine) to abrasives work for different temperatures (consult the manufacturer specifications).

If de-icers and abrasives are spread by hand, gloves and eye protection should be worn.

To protect the hands, a lawn fertilizer spreader can be used for walkways. For larger areas such as parking lots, truck-mounted spreaders can be used.

Footwear is important. Rubber soled shoes or boots are less likely to slip on icy surfaces than leather-soled shoes or high heels. Worn out soles increase the hazard of slips and a variety of footwear increase the challenge of snow and ice removal.



# Corporate intern grads ready to launch logistics careers

By Leah Hout  
DSCC Public Affairs Office

Graduates of the DLA Corporate Intern Program walked the stage in the Defense Supply Center Columbus Building 20 auditorium Dec. 14 to accept their diplomas for completing the program.

The ceremony wrapped up a program of instruction for the interns that included cross-training in other functional career fields and on-the-job training.

During the ceremony, DSCC Deputy Commander James McClaugherty handed out diplomas.

In 2002, the decision was made to start moving interns through the program in two years instead of three years because of support needed for the move toward Business System Modernization.

Of the interns in this graduating class, two-thirds completed the three-year program. The other third completed the two-year intern program.

This is the first graduation ceremony to include



(DSCC photo by Charles Moffett)

*A Dec. 14 ceremony marked completion of the DLA Corporate Intern Program for 42 graduates. DSCC Deputy Commander James McClaugherty stood with graduates on stage in the DSCC Building 20 auditorium shortly after the ceremony.*

two-year program participants.

Graduation offers participants a chance to celebrate the end of the formal program through which they have gained skills and knowledge to fully perform in the functional areas of

acquisition, inventory management and quality assurance.

"I think the Corporate Intern Program provided me with a great opportunity to learn as much as I could about how DLA works and about my job here at

DSCC," said Tony Gerardi, a graduate and contract specialist working in Aviation Detachment operations.

"Instead of being thrown into the fire right away, I was able to gradually work my way into a full work-

load, while at the same time take classes that were very beneficial to my career," Gerardi added.

Following the ceremony, graduates and their supporters celebrated during a cake and punch reception in the auditorium lobby.

## DSCC auditor wins DLA Audit Excellence award

By Leah Hout  
DSCC Public Affairs Office

Throughout his career, Roger Cremeans has audited just about everything, including financial records, inventory control and fuel use.

Cremeans, an auditor in the Defense Supply Center Columbus Internal Audit Office, was selected for the Defense Logistics Agency Audit Excellence Award for fiscal 2005.

"There's little I haven't looked at," Cremeans said about his auditing work. DLA Vice Director Air Force Maj. Gen. Loren Reno presented Cremeans with a recognition plaque during a Dec. 9 open forum in the Building 20 auditorium.

The annual award recognizes DLA auditors who made significant contributions to the mission and performance of the agency. Its purpose is to encourage excellence within Internal Review/Audit Offices throughout DLA. The Internal Review Office at DLA Headquarters reviews nominations submitted by all DLA field offices.

Cremeans was nominated by DSCC Internal Audit Office director Jim Kreimer for his contributions to the DLA Product Assurance and Quality discrepancy report and the DLA Financial Audit. According to Kreimer, Cre-

means' audits "resulted in improvements in operating procedures, effectiveness and controls, more accurate financial records and an improved quality of life for DSCC associates.

"Mr. Cremeans developed and maintained an excellent working relationship with his customers and continually gets top ratings on his customer satisfaction surveys," Kreimer said.

Cremeans said his work is "complicated and interesting." He explained that his job basically deals with safeguarding government assets and ensuring the effectiveness and efficiencies of the work done at DSCC. Reports of his and other audit team members' findings are used by DSCC Command.

Cremeans, a 16-year DSCC employee, feels that the work environment is "fantastic."

"I like the culture. It's top-notch. We have everything - flex-time, great facilities and adequate training," he adds. "I'm excited about BSM. I think it's going to benefit the agency."

Because of the flexibility in working for DSCC, Cremeans is able to raise soybean and corn crops with his wife on their 200-acre farm in Circleville.

Cremeans also is highly active in his church's activities. He expressed that "the goodness of God" is one thought that gets him through each day.

Cremeans has a bachelor's degree from Franklin University and a master's from Xavier University. He is a certified government financial manager.



(DSCC photo by Charles Moffett)

*Roger Cremeans accepts the DLA Audit Excellence Award for fiscal 2005 from DLA Vice Director Air Force Maj. Gen. Loren Reno in the Building 20 auditorium.*



# 121st Air Refueling Wing recognizes military members, civilians

By Air Force Lt. Col. Kathy Lowrey  
121st Air Refueling Wing, OANG

About 100 121st Air Refueling Wing military members and five civilians were recognized at an annual awards ceremony Dec. 10 at Rickenbacker Air National Guard Base.

Air Force Tech. Sgt. Kevin Craig received the Ohio Distinguished Service medal for saving the life of a young girl due to a traffic accident. Air Force Tech. Sgt. Lawrence Wright received the Air National Guard's Chief Freedom Challenge award for recruiting the most civilians earlier this year.

In addition, Meritorious Service Medals were awarded to 11 members for exceptional performance at home or abroad. Associates degrees in applied science from the Community College of the Air Force were distributed to eight members. And, the 19-member Air Mobility Command Rodeo competition team was congratulated as the only Guard unit to participate this past summer. The overall annual wing award winners were:

- **Company Grade Officer:** Capt. Karen L. O'Neill
  - **First Sergeant:** Master Sgt. Steven J. Mazzi
  - **Senior Non-Commissioned Officer:** Master Sgt. Aaron W. Woodring
  - **Non-Commissioned Officer:** Tech. Sgt. Jack P. Johnson II
  - **Airman:** Senior Airman Cassidy C. Day
- "The synergy gained through the teamwork of these performers has and will continue to produce great organizational results. I am grateful for their contributions," wing commander Air Force Brig. Gen. Tom Botchie

said.

The 65-member 121st Communications Squadron was recognized for earning awards from the National Guard Association of the United States and U.S. National Guard for excellence in mission accomplishment, exercises and deployments, combat support, inspection ratings, accident prevention, manning and retention, and other significant contributions. The 121st Communications Squadron was chosen as the Outstanding Communications Unit in the Air National Guard in 2005.

Four members of the Central Ohio Hog (Harley-Davidson) Chapter 3775, sponsored

by Joe Carson Motor Sales, were acknowledged for raising a total of \$5,600 that was shared between the 121st ARW and Lima Co. Family Readiness and Support programs. Also, Family Readiness volunteer Nancy Keller received a gift of appreciation for her more than 350 hours of volunteer service to the organization this past year.

The primary mission of the 121st ARW is to provide aerial refueling to the U.S. Air Force, Navy and Marine Corps, and allied aircraft. The 121st performs worldwide refueling and transport missions on a daily basis during times of peace as well as during times of international conflict.



(Photo by Air Force Tech. Sgt. Kelly Slen)

121st Air Refueling Wing Commander Air Force Brig. Gen. Tom Botchie attaches streamers on the 121st Communications Squadron's guidon as squadron commander Lt. Col. Bob Panian (second from left) watches during a Dec. 10 awards ceremony. The 65-member squadron was chosen as the Outstanding Communications Unit in the Air National Guard in 2005.



(Photo by Air Force Tech. Sgt. Kelly Slen)

Air Force Tech. Sgt. Kevin Craig (left) receives the Ohio Distinguished Service Medal from Air Force Brig. Gen. Tom Botchie during a Dec. 10 awards ceremony at Rickenbacker Air National Guard Base.



(Photo by Air Force Tech. Sgt. Kelly Slen)

Family Readiness volunteer Nancy Keller (left) receives an award from Air Force Brig. Gen. Tom Botchie and 121st ARW Family Readiness and Support manager Carolyn Ebert for donating more than 350 hours of volunteer service to the organization in 2005.



# Williams visits to review DSCC logistics practices

By John Foreman  
DSCC Public Affairs Office

Director of Defense Logistics Agency Logistics Operations Army Maj. Gen. Bennie Williams visited Defense Supply Center Columbus Dec. 16 to become more acquainted with DSCC's Land and Maritime supply chain operations.

His visit began with briefings that covered the

DSCC installation history and mission, DSCC inventory control point operations and DSCC's business profile, culture and transformation initiatives.

"The reason I'm traveling to the ICPs is to get your side of the story concerning the transformation process," Williams said. "I know everybody's trying to do the right thing, but I really need you to be candid and tell me your posi-

tion on transformation items and activities."

During the Business Systems Modernization briefing by DSCC Corporate Information director Brad Lantz, the general was updated on the local transformation activities and rollouts occurring at DSCC.

After the initial briefings in the command conference room, the general got his chance to learn about

his concerns while visiting Land Customer and Supplier Operations as well as Maritime Supplier Operations during his short visit.

Local concerns and workarounds were addressed and discussed on procurement and supply issues during each organizational briefing. They provided the general some insight on day-to-day floor operations of the sup-

ply chain that are needed to support both customer and supplier requirements.

"These briefings have been very valuable and enlightening on the various transformation issues," Williams said.

Before departing, the general toured the Defense Distribution Depot Columbus and the Defense Reutilization and Marketing Office, and received a memento of his visit.



(DSCC photo by Charles Moffett)

From left, DLA Director of Logistics Operations Army Maj. Gen. Bennie Williams and DRMS Columbus Office director Camillia Cochran discuss a shipment of material with contractor Robert Worstell during the general's visit to the Columbus DRMS office.



(DSCC photo by Charles Moffett)

DSCC Commander Navy Rear Adm. Charlie Lilli (left) and DLA Director of Logistics Operations Army Maj. Gen. Bennie Williams share a humorous moment during an installation history briefing in the DSCC Command Conference Room.



(DSCC photo by Charles Moffett)

From left, DSCC Deputy Commander James McLaugherty, DLA Director of Logistics Operations Army Maj. Gen. Bennie Williams and DSCC Commander Navy Rear Adm. Charlie Lilli listen to DSCC Land Supplier Operations Director Army Col. Steven Bianco discuss his organization's backorder reduction efforts.



(DSCC photo by Charles Moffett)

DSCC Commander Navy Rear Adm. Charlie Lilli (left) provides DLA Director of Logistics Operations Army Maj. Gen. Bennie Williams a memento of his Dec. 16 visit to DSCC.



CROSSWORD By Eugene Sheffer

**ACROSS**

1 Scale notes

4 Astaire specialty

7 Arial, e.g.

8 Hybrid pack animals

10 Cold-weather gear

11 Charge

13 Fair business practice

16 Doctrine

17 — Woods

18 “— Town”

19 Unadulterated

20 Division word

21 Curtain

23 Clergyman’s home

25 Leaves

26 Kate Hudson’s Oscar-winning mom

27 — pro nobis

28 Disdain

30 Moment

33 Catch-22

36 Flashtube

37 Extra on “ER”

38 Filled till full

39 Merriment

40 Pataki’s letterhead abbr.

41 Wield a needle

**DOWN**

1 “Meet the Press” setting

2 “Diana” singer

3 Fledgling enterprise

4 Private student

5 Sacrifice site

6 Ring out

7 Usual queries (Abbr.)

8 Manicurist in old TV ads

9 Offshoots

10 Omega preceder

12 Coach Rockne

14 Green land

15 12 doz.

19 — de deux

20 Hostel

21 Renee’s “Down With Love” inspiration?

22 Does a double-take

23 TV host Summers

24 Store-front coverings

25 St. leader

26 Watered

28 Like Santa’s laundry

29 Ice, usually

30 Bit of hardware

31 Differently

32 Second consonant

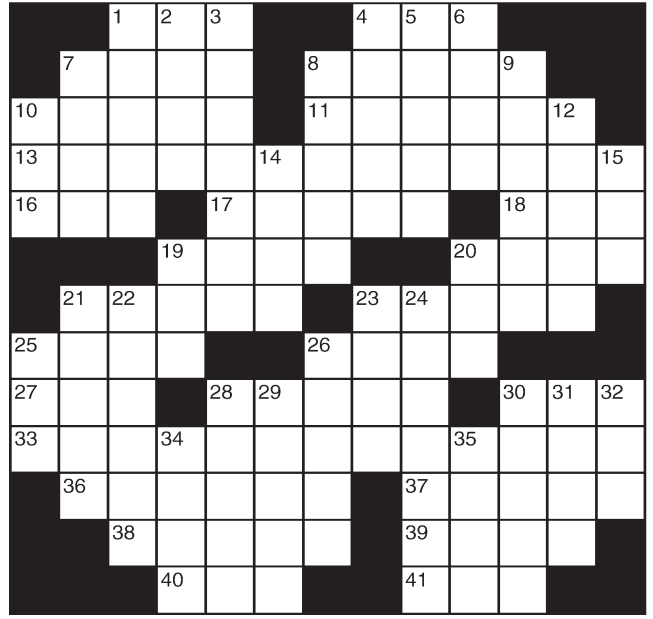
34 Dr. Seuss’ “If — the Zoo”

35 Act as umpire

**Solution time: 21 mins.**

|   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
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| H | A | T | E |   | I | S | O |   | R | A | V | E |
| A | Z | O | V |   | R | E | G | A | I | N | E | D |
| R | E | Z | O | N | E | D |   | V | E | E | R | S |
|   |   |   |   | I | N | S |   | B | O | Z |   |   |
| B | L | A | D | E |   | R | E | N | E | W | E | D |
| A | I | L |   |   | J | O | G |   | A | M | I |   |
| R | E | L | A | X | E | D |   | J | A | N | U | S |
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| P | I | G | S |   | P | O | E |   | S | Y | N | E |

**LAST ISSUE’S ANSWER**



**CRYPTOQUIP**

O V Z P Q V O M B T T H M T V Z B Q I

P E N M Z M A I Y Q K K Z M

H Z V B R Q M , N E M I Z M , B N Z Q I

“ T R , Y X P O H Z M A X O H ! ”

**Last issue’s Cryptoquip:** NEW FILM CONCERNING ILLEGAL IMPORT OF CARPENTERS’ TOOLS: “THE WRENCH CONNECTION.”

This issue’s Cryptoquip clue: V equals T

The Cryptoquip is a substitution cipher in which one letter stands for another. If you think that X equals O, it will equal O throughout the puzzle. Single letters, short words and words using an apostrophe give you clues to locating vowels. Solution is by trial and error.

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DDCO employees recognized for combined 110 years of service



(DDCO photos by Don Brown)

Defense Distribution Center Commander Army Brig. Gen. Michael J. Lally presented service awards to four Defense Distribution Depot Columbus associates during a Dec. 5 site visit. Receiving recognition for 30 years of service were DDCO material handlers Mark Stanley (above left) and Ricky Newman (left). Also receiving recognition for 30 years of service was Bob Milligan, DDCO’s distribution manager, who was not present. Receiving recognition for 20 years of service was Steve Miracle (above right), information technology specialist, DLA-J6.

Installation environmental management system accepted

By Tony D’Elia  
DSCC Public Affairs Office

Defense Supply Center Columbus is well on its way to adopting an environmental management system that conforms to the International Organization for Standardization (ISO) 14001 and Defense Logistics Agency requirements.

As a result of DSCC’s extensive preparation, which was recently verified by a DLA review team, DSCC is now able to declare its conformance with ISO 14001, the internationally recognized environmental management standard. By doing so, DSCC is playing a key role in helping DLA meet requirements of the first environmental objective ever included in the agency’s strategic plan.

DSCC site director Kenny Youn has given senior management approval by signing the Environmental Management System Policy statement. He will be briefed quarterly.

“Our EMS implementation team was instrumental in the development of our EMS procedural documents, which are the meat of a conforming EMS. And by brainstorming we came up with initial objectives and targets that should get us off to a good start. Now, we’ll focus on implementing the system and educating the workforce,” said Mike Mott, environmental management representative for the center.

“We’ve accomplished much in a short period of time by focusing on the task and keeping the Dec. 31 date in mind,” added Mott, who is an environmental protection specialist for the DLA Enterprise Support-Columbus Environmental, Safety and Occupational Health Office. “It really helped us to perform a gap analysis early in the process to determine what needed to be done. We followed that up with an implementation plan with ambitious target dates to keep us on track.”

DSCC is one of 133 DLA field activities worldwide implementing a qualifying EMS. EMS is a formal, structured framework of policies, procedures and practices to manage and reduce an organization’s environmental footprint. The EMS requirement stems from the April 2002 Executive Order 13148, “Greening of Government Through Leadership in Environmental Management.”

The order set a deadline of Dec. 31 for each agency to implement an environmental management system at all appropriate facilities. The facility environmental management system must include measurable environmental objectives and targets that are reviewed and updated annually.

DSCC’s EMS team has set these objectives for the first year:

- Make enhancements to the installation’s solid waste collection and recycling efforts;

See Environmental on page 15



# Local maintenance unit returns from year-long deployment to Iraq

By Army Pfc. Zachary Fehrman  
196th Mobile Public Affairs Detachment

Long before any soldiers arrived, family and friends filled the auditorium Dec. 10 at Adena Hall on the Ohio State University-Newark campus.

The throng in the bleachers waved miniature American flags and homemade signs, stating anything from “Welcome Home, We Missed You” to “God Bless America.” The growing crowd cheered when the loud-speaker crackled and announced that the buses carrying the members of the 211th Maintenance Company were 20 minutes away.

“I’m wired,” said Beth Ann Fleming, wife of Army Sgt. Kip Fleming of the 211th.

She had not seen her husband since Christmas 2004, when he was home for two weeks of leave.

“It felt like it was two minutes,” said Fleming, who added that she was looking forward to a relaxed holiday with her husband and their children this Christmas.

Outside, the frigid weather didn’t stop people from lining the roads in anticipation of the buses.

“I can’t wait,” said Scott Griffith, who was holding a homemade sign with his brother, Casey, as they waited for their father, Army Master Sgt. Thomas

Griffith. Sirens chirped through the campus as a Licking County sheriff’s cruiser escort rounded the corner into view. The crowd screamed and clapped as the first charter bus came down the road. Behind it, four more buses idled down the road; the families cheered, cried and pointed as they saw their respective soldiers through the buses’ black tinted windows.

The 211th Maintenance Company finally was home.

The unit had a multifaceted mission during its support of Operation Iraqi Freedom, company commander Army Capt. John Frye said. The 211th’s mission included logistics, security escorts, combat

recovery and force protection.

“There were days when we had to plan, down to the soldier, to accomplish the missions we had for that day,” Frye said.

Ohio Gov. Bob Taft and local elected officials were in attendance to thank the soldiers and their families for the sacrifice during the 14 months the 211th had been mobilized.

Members of the 211th distinguished themselves in Iraq with a long list of accomplishments - the company completed more than 2,700 direct support missions and supported 58 multinational coalition units.

The unit’s job order return rate was less than 1

percent and they lowered their repair recycle time from 22 to 11 days during the deployment.

Soldiers of the 211th also helped train Iraq National Guard members, completed

more than 85 combat logistics patrols, escorted more than 6,700 supply vehicles and provided force protection at logistical support areas within the entire Iraqi theater of operations.



(Photo by Army Pfc. Zachary Fehrman)  
*Scott and Casey Griffith hold up their homemade sign as they wait for their father, Army Master Sgt. Thomas Griffith, to return home along with the other members of the 211th Maintenance Company. The unit deployed for a year in support of Operation Iraqi Freedom.*



(Photo by Army Pfc. Zachary Fehrman)  
*Army Pfc. Aron Towns, a mechanic with the 211th Maintenance Company, embraces his girlfriend, Nicole Davis, at the unit’s homecoming ceremony. Towns and the rest of the unit returned Dec. 10 after being deployed for more than a year in support of Operation Iraqi Freedom.*

## FREE CLASSIFIED AD FORM

The Columbus Federal Voice

*Free ads are subject to the policy printed on the right.*

Please type or print your ad below (one word per line, limit 20 words).

Home and/or work phone number must be included on submitted ad form.

|       |       |       |       |       |
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|---------------------------------------|---------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> Share-a-Ride | <input type="checkbox"/> Lost & Found | <input type="checkbox"/> Wanted      | <input type="checkbox"/> Real Estate for Sale |
| <input type="checkbox"/> Automobile   | <input type="checkbox"/> For sale     | <input type="checkbox"/> Garage Sale | <input type="checkbox"/> Other                |

*I certify that the property and/or services listed above are my own and that the property will be shown or sold without regard to race, color, religion, sex, national origin, age, marital status, physical handicap, political affiliation or any other non-merit factor.*

### THIS FORM MUST BE SIGNED

Name \_\_\_\_\_ Office Symbol \_\_\_\_\_

Signature \_\_\_\_\_ Work Phone \_\_\_\_\_

## Columbus Federal Voice Free Classified Ad Policy

- Only federal employees and military personnel in central Ohio are eligible for free ads.
- Ads must not exceed 20 words.
- Ads may be submitted by one of the following methods: e-mail (publicaffairs.dscc@dla.mil); type or neatly print on form at left and send via inter-office mail to DSCC-DEB, Bldg. 20, room B527N; mail to The Columbus Federal Voice, P.O. Box 3990, ATTN: DEB, Columbus, Ohio 43218-3990; hand carry to the Public Affairs Office, Bldg. 20, Room B527N; or fax to 614 693-1563.
- A maximum of three ads per issue will be accepted from one employee. Ads will run for no more than three issues, after which ads must be resubmitted. Please notify the Public Affairs Office if advertised items are sold.
- Ads will appear in the Voice with home and/or work phone numbers, including area code, only. No names may appear in the free ad.
- Only free animal ads will be accepted.
- Homes for sale or rent will be accepted only from military personnel who are departing the area on PCS orders. Ad must state PCS.
- Ads promoting a business will not be accepted.
- Ads for firearms, antiques, collectibles or hobby related items will not be accepted.
- Privately-owned tickets, sold through the free ads, must show ticket price and may not exceed the face value of the ticket.
- Ads must be submitted by COB on the Monday of the week preceding the publication date of The Voice. No revisions or cancellations will be accepted after that Monday’s deadline.

Your cooperation is needed in order to continue to offer free ads in The Columbus Federal Voice. The publisher reserves the right to edit and/or reject ads which do not conform to the intent of the Free Ad Policy, which is to provide federal employees and military personnel who work within the distribution area of The Columbus Federal Voice an opportunity to advertise personal property in which other employees or military personnel may be interested.



# Pay from seasonal job can affect Social Security benefits

By Jim Vess  
Social Security Public  
Affairs Specialist

The winter holiday season is a time when some merchants increase their staffs and many people take seasonal jobs.

Some of these seasonal workers are retired men and women who get Social Security benefits. Some of them may be wondering if the wages from their holiday work could affect their benefits.

Here is a quick run-down of what you need to know.

If you have reached your full retirement age before 2005 (between age 65 and 67, depending on the year you were born), you can earn as much as you want and Social Security won't reduce your benefits by as much as a nickel.

But if you are younger than your full retirement age, and you are working and receiving early retirement benefits, there are

limits to what you can make before your Social Security retirement benefit is reduced. For 2005, that earnings limit is \$12,000. After you earn \$12,000 for the year, Social Security will withhold \$1 in benefit payments for every \$2 you earn. (In 2006, the annual earnings limit will rise to \$12,480.)

The earnings limit exemption is just a little more complicated if you reached your full retirement age this year (or next year if you'll be working beyond Dec. 31). In that situation, your earnings limit would be \$31,800 (\$33,240 in 2006) for the months before your full retirement age. And Social Security will withhold \$1 in benefit payments for every \$3 you earn over the limit. Also, beginning with the month you reach your full retirement age, you can earn as much as you want and it will not affect your Social Security benefits.

Regardless of the amount

you earn, your employer is required to withhold payroll taxes — even if you're already getting Social Security benefits.

The good news about the payroll tax withholding is the possibility that those extra taxes could translate into a higher Social Security benefit. If the money you made during your holiday

employment raises your lifetime average monthly wage, Social Security will refigure your benefit and give you an increase. But most people will not see an increase because holiday earnings are usually not enough to increase their average wage during their career earning years.

So if you are a retired

worker with a holiday wish for doing some work, the chances are that you should be able to do so without worrying about a negative effect on your Social Security benefits. To learn more, you can visit the Social Security Web site at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call 800-772-1213 (TTY, 1-800-325-0778).

## DSCC personnel integral to DCST-Iraq



(CENTCOM photo by Maj. Jim Hamner)

DSCC personnel were highly visible at a recent hail and farewell ceremony for incoming members of the DLA Contingency Support Team – Iraq. New DCST-Iraq Commander Marine Lt. Col. Jeffrey Gamber (far left), from DSCC Land Customer Operations, comments as Paul Plevich (third from right) from DSCC Land and Marine Lt. Col. William Holdorf (far right) from DSCC's Aviation Detachment listen. DCST-Iraq is located at Camp Victory near Baghdad.

## Environmental

Continued from page 13

- Encourage procurement of environmentally preferable products;
- Make improvements to hazardous material management; and
- Maintenance of regulatory compliance.

Under EMS, installation associates are considered proactive partners in addressing environmental concerns. Associates with environmental concerns should contact Mott at 614-692-4220.



### Appliances

**STOVE & REFRIGERATOR** - Gas range/oven, white, EC, \$200; refrigerator, white, GC, \$100, call 614-692-9785.

**TV** - Sony 21" color TV, \$45; humidifier, 1.5 gal., GC, \$25, 614-755-4915.

**WHIRLPOOL APPLIANCES** - New, won in raffle, 25 cu. ft. refrigerator, \$899 new; dishwasher, \$299 new, smooth top stove, \$569 new, asking \$1,300 for all, 614-783-9505.

### Bicycles

**BOYS BICYCLE** - New black Orange County Chopper, \$160 new, selling for \$110, can bring to DSCC, call 614-746-7578.

### Furniture

**CHILD DESK** - Metal red frame, hardly used, comes with matching chair, \$25, great Christmas gift, just add the bow, 614-746-7578.

**COMPUTER DESK** - Two drawers, solid light wood color, has shelving, will fit computer, printer, monitor and more, \$60, call 614-746-7578.

**HEADBOARD** - Double bed, \$100; portable color TV, \$15; hanging lamp, \$15; patio door drape, \$10; paraffin spa bath, \$25, 614-692-0559.

### Jewelry

**GOLD CHAIN** - 22" 14K gold rope chain, EC, \$145, 614-755-4915.

### Misc. Stuff

**CASH REGISTER** - Royal electronic 480nt cash register, video included, EC, \$75, 614-471-6736.

**CD PLAYER** - Sony five disk CD player/changer with remote, brand new condition, asking \$30, 614-692-5245.

**CEMETERY PLOTS** - Two adjoining, Forest Lawn Resurrection Garden Cemetery, one each vault, open and close, serious offers accepted, call 614-405-7011, leave message.

**DIGITAL CAMERA** - Sony DSC-P71 Cyber-Shot, 3.2 megapixel, includes case, charger, batteries, 128MB memory stick, manual, EC, professionally maintained, \$125, 614-283-9450.

**EXERCISE EQUIPMENT** - Bow-Flex, GC, includes leg extension piece, \$600 OBO, 614-337-9235.

**GAMES** - Axis & Allies board game, \$15; SEGA Genesis with four game pads, \$10; three Garfield dolls, \$10, 614-692-4634.

### Misc. Stuff

**OUT BUILDING** - 10'x16' wood building, barn style, drywall, electric cable, insulated, AC, overhead storage, \$3,000 invested, asking \$1,800, 614-692-3141.

**PLAYPEN** - Graco Pack-n-Play playpen, primary colors, carrying case, EC, \$15, 614-471-6736.

**RUG** - 10'x10', dark red, GC, \$40, 614-755-4915.

**TRAIN SET** - Lionel "Super" Chief .027 gauge train set, like new, \$120, 614-692-4634.

**TRICYCLE** - My First Huffy tricycle with push bar, green frame, blue seat, \$10, GC, 614-471-6736.

**BOARD GAME** - collector's edition Risk game, metal pieces, great condition, \$15, 614-692-4634.

**JOY STICKS** - Two USB Wingman PC joy sticks, \$10; 4 inch speaker set, \$5; 18 inch blacklight, \$5, 614-692-4634.

**TRAMPOLINE** - Excellent condition, \$75, 614-843-6269.

### Musical Instruments

**FRENCH HORN** - (Conn 14 D). Excellent Condition w/case. \$800 OBO, 614-861-5192.

**ORGAN** - Kimball Valencia S-20 electric organ with bench, rarely used, like new, \$300, 614-692-2041.

### Sports Equipment

**GOLF BAG** - Titleist Golf Tour bag, large like pros use, airline travel bag, club cover top, retail over \$300, asking \$100, 614-693-1230.

**GOLF CART** - Clubcar golf cart, \$600, 614-497-1924.

**GOLF CLUBS** - Pal Joey Irons, Copperhead Tour model II, Beryllium coated, fat grips, 2 thru wedge, \$50, 614-693-1230.

**SKIS** - \$200; poles, \$150; boots, \$100; boot holder, \$75; bindings, \$50, painting, \$40; games, \$35; books, \$30, 614-299-5410



### Autos

**ACURA '95** - Integra, 5-speed, dark green w/tan leather interior, all dealer maintenance, 124K miles, \$5,500, 614-214-5314.

**BUICK 2001** - LeSabre Custom, 72,000 miles, automatic, AC/PS/PB, AM/FM/CD, remote entry, power doors and windows, \$7,000, 614-817-0639.

**CHEVY '78** - Corvette, Silver Edition, low mileage, \$10,000, call 614-491-9914.

### Autos

**CHEVY '88** - Corsica, four-door, automatic, good condition, \$800 OBO, 614-439-2956.

**JAGUAR '89** - Jaguar XJ6, 120K miles, leather interior, sunroof, new tires, GC, \$6,500 OBO, 614-214-5314.

**MITSUBISHI '97** - Eclipse GS, red, 71K miles, power package, moonroof, CD changer, new brakes, \$6,500, 614-832-2796.

**PONTIAC '99** - Bonneville SSEi, supercharged, black, tan leather, 51K miles, cassette/multi-CD/moon roof, garaged, \$8,000, 614-692-2515.

### Sport Utility 4X4

**JEEP '95** - Grand Cherokee Laredo, black w/red and white detailing, V-8, 140,000 miles, tow pkg., 4x4, leather, new tires/water pump/radiator, \$3,200, 614-837-0472.